

Customer Satisfaction Card:

Installed by Bill Williams and Marlo Natividad

*How did you hear about us? **Did Veltex***

*Was our worker polite? **Yes***

*Did he/ she answer your questions? **Yes***

*Did we keep the job area as neat as possible? **Yes***

Is there anything that could have been better?

*Would you recommend our company to a friend or neighbor? **Yes***

Are there any other comments you feel would help us improve our company?

Bill C.
Boise

Customer Satisfaction Card:

Installed by Bill and Felix

How did you hear about us? **Asin Homes**

Was our worker polite? **Yes**

Did he/ she answer your questions? **Yes**

Did we keep the job area as neat as possible? **Yes**

Is there anything that could have been better? **Melanie & the installers were excellent. It was a real treat to hear the installers as they worked. They seemed to enjoy their work and happy to be doing it! Melanie went over & above during her visit. Whomever does the hiring does a good job.**

Would you recommend our company to a friend or neighbor? **Yes**

Are there any other comments you feel would help us improve our company?

Carol R.
Boise

Customer Satisfaction Card:

*How did you hear about us? **I've been a customer***

*Was our worker polite? **Yes***

*Did he/ she answer your questions? **Yes***

*Did we keep the job area as neat as possible? **Yes***

*Is there anything that could have been better? **No***

*Would you recommend our company to a friend or neighbor? **Yes***

*Are there any other comments you feel would help us improve our company? **You are all polite and very accomadating***

Carolyn B.
Meridian

Advanced Heating and Cooling
721 N. Ralstin Place
Meridian, ID 83642

This letter is in response to the wonderful service I received today. Skip and Felix came out to inspect a rattling duct in our wall and to adjust dampers for room temperature comfort. Skip and Felix made great efforts to fix each problem. Spending time climbing in and out of crawl spaces, going up and down stairs, even wading through water in our crawl space. Exceptional service is very hard to find and I appreciate their time and effort in fixing our problem.

Sincerely,
Coree C.
Meridian

Dear Advanced Heating and Cooling

We recently moved into our new home built by McNeilly Construction. I met with a couple of your employees during the installation process and I was impressed with their professionalism and hard work. Please thank your employees for me.

If I may ever return the favor of service to anyone from your company I would appreciate the opportunity.

Sincerely,

Corey M.
Boise

Hi Bob,

As you know, your installed my new furnace last week. I just wanted to let you know how nice and professional your employees were to me. Melanie spent over an hour with me in the evening going over all my options. She is very knowledgeable and gave me a lot of help making my decision.

The installers were polite and helpful and made me feel very comfortable having them work in my home.

Thanks,
Denise H.
Boise

PS You need to send me a bill so I can pay the balance due.

Customer Satisfaction Card:

Installed by Bill Williams

How did you hear about us? **Melanie Moore**

Was our worker polite? **Yes**

Did he/ she answer your questions? **Yes**

Did we keep the job area as neat as possible? **Yes**

Is there anything that could have been better? **No**

Would you recommend our company to a friend or neighbor? **Yes**

Are there any other comments you feel would help us improve our company?

E. L. & Mary W.
Boise

Dear Advanced Heating & Cooling,

To you Dear, Wonderful, Choice people who gave and put in a new, warm, and wonderful furnace for an old, but very thankful lady.

It feels so good to get up to a cozy, warm home. Before this I would get up to a cold, chilly house. I would put on my robe over my night gown. Put a lot of newspaper in the stove, then a bunch of little pieces of wood, and two or three larger pieces. Light it, and if it was really cold I'd go get back in bed till it got warm.

Once in a while I'd forgotten to get chips in. I'd be so angry at myself for forgetting. Then I'd go out in my robe and have to chop them. Those mornings I'd really be cold. But now what a difference. I get up to a nice warm house. I don't have to chop chips, or pack wood in to fill the wood box, and I'm warm all the time I'm in my home.

My heart is overflowing with gratitude. I wish I could do something for each of you to show how thankful I am.

Thank you, Thank you, Thank you, May the Lord bless you all for your goodness.

Sincerely and Gratefully yours,
Gayle R.
Garden City

Customer Satisfaction Card:

Installed by Bill Williams

How did you hear about us? **Yellow pages ad as Trane dealer**

Was our worker polite? **Yes**

Did he/ she answer your questions? **Yes**

Did we keep the job area as neat as possible? **Yes**

Is there anything that could have been better? **You did an exceptionally good job and cleaned up afterward.**

Would you recommend our company to a friend or neighbor? **Yes**

Are there any other comments you feel would help us improve our company? **Keep up the great job you all do – we appreciated your service in a timely manner.**

Graham
Boise

Advanced Heating & Cooling,

I would like to express our "Thanks" to all of your employees for all the great work that your company has done for us the past five years.

We at Whitney Homes have used Advanced Heating & Cooling for five years now and continue to use your company because we feel that you deliver a high quality installation & a high quality product. I have found that every one that I have worked with is very knowledgeable & has good attention to detail. I find this very important being a custom builder because we do every thing we can to deliver the highest quality finished product we can to each & everyone of our customers. From what I have experienced in the past with other heating & cooling companies no one has done a better job than Advanced Heating & Cooling to meet our high quality standards. We have found that there service department has been able to fix any problems or answer any questions that our homeowners have had.

I would recommend Advanced Heating & Cooling to anyone.

Sincerely,

Joe Perdew
Whitney Homes

Customer Satisfaction Card:

Installed by Bill Williams and Marlo Natividad

How did you hear about us? **Recommended by Trane on the internet.**

Was our worker polite? **Yes**

Did he/ she answer your questions? **Yes**

Did we keep the job area as neat as possible? **Yes**

Is there anything that could have been better? **No**

Would you recommend our company to a friend or neighbor? **Yes**

Are there any other comments you feel would help us improve our company? **Very satisfied with their skills & job completion – also good teamwork.**

Kay P.
Boise

Dear Advanced Heating & Cooling,

We sure are enjoying our new furnace. We also wanted to say what a delightful experience, the workers came when they said they would & the job finished when they said. Melanie really did a good job coordinating the day to following up on the job with us.

The workers were very patient & kind explaining what was going on when we asked & even cheerful.

They also were very tidy, when the last person left we couldn't tell they had even been here.

Thanks to all the staff at Advanced Heating.

Larry & Linda S.
Boise

Dear Advanced Heating & Cooling,

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Thanks to all the staff at Advanced Heating & Cooling.

Larry & Linda S
Boise

Advanced Heating & Cooling

Just a note to let you know how greatly we appreciate all of your efforts and those of your crew to help us get Suite 102B on Wythe Creek Court ready for occupancy. With very short notice, everyone pitched in and worked together to meet the deadline for Allstate to get in.

We really appreciate you and thank you so much. We will be continuing on to finish Suite 102A and should have the plans out in two or three weeks for the next whole building on the corner lot to the East of the current building so will look forward to you bidding it.

But, again, a big “Thank You” for everything on Suite 102B.

Sincerely,

Mike & Doug Young
Don Young Construction and Supply, Inc.

Customer Satisfaction Card:

Installed by Bill Williams and Marlo Natividad

How did you hear about us? **Bob Ginkel**

Was our worker polite? **Yes**

Did he/ she answer your questions? **Yes**

Did we keep the job area as neat as possible? **Yes**

Is there anything that could have been better?

Would you recommend our company to a friend or neighbor? **Yes**

Are there any other comments you feel would help us improve our company? **Very nice, excellent workmanship and accommodating to requests for aesthetic changes. Very pleased with end results of system.**

Michael & Jennifer J.
Boise

Melanie –

Thanks for your support and patience in getting our zone system installed! What a difference!

Jesse forgot and I also forgot to use our \$25 certificate! Let me know what to do.

Yes, I do have some people who have been talking “zone”! Glad to help.

Thanks again,
Margo & Chuck

Customer Satisfaction Card:

Installed by Bill Williams and Mike Gross

How did you hear about us? **Contest winners from Lite 108 FM!!!**

Was our worker polite? **Yes**

Did he/ she answer your questions? **Yes**

Did we keep the job area as neat as possible? **Yes**

Is there anything that could have been better? **We're so thankful that your company is so generous and giving – especially during the holidays. This was a wonderful gift that we could not have afforded otherwise.**

Would you recommend our company to a friend or neighbor? **Yes**

Are there any other comments you feel would help us improve our company? **Keep up the great work. God Bless.**

Monique & Steven D
Nampa

Dear Advanced Heating & Cooling,

O'Neill Homes puts a high value on our relationships with our suppliers and subcontractors, and works to make them long lasting. It takes a commitment on the part of the supplier or subcontractor and on the part of O'Neill Homes to make the relationship work.

We have been working with Advanced Heating & Cooling for many years, and are pleased that we have established a long-lasting relationship with Advanced Heating & Cooling. We look forward to working together to continue that relationship.

Thanks for your good work!

Sincerely,

O'Neill Homes LLC
Derick O'Neill, President

Advanced Heating & Cooling,

Your installers did an excellent job installing a finely crafted hood & range extension. Job well done. The owner & I both are very satisfied.

Thanks again.

Regards,
Rich B
Homedale

Advanced Heating and Cooling, Inc.

On behalf of Schaffner Signature Homes I am pleased to write this letter of recommendation for your company.

We have been associated with Advanced Heating and Cooling since 1989. From the beginning we have always valued our relationship and we have been very satisfied with your product quality, professionalism and the overall service given to our clients after their move in. The installation and servicing that we have received from you has always been very much appreciated.

I have recommended and will continue to recommend Advanced Heating and Cooling to anyone looking for quality, service and fair pricing. I wish you the best of luck in the future and I look forward to our continued relationship.

Dennis Schaffner, President
Schaffner Signature Homes

January 2, 2008

Thank you for your generous donation of the heating system for the Rescue Mission. It was a true Christmas gift.

Suzanne J.
Middleton

Advanced Heating & Cooling

I just wanted to thank Advanced Heating for coming to our rescue last week. Yes, the coldest day of the winter so far and yes, you guessed it our furnace's mother board decided to die. Kevin was great and we really appreciated him getting to our house even after he had already worked all day. It sounded like it was the busiest day of the year for your guys and he still had two more stops to make after he left our house at 6 p.m.

Yes, we did have to spend one night without any heat - bless our buttons we had a space heater and a gas fireplace to get us through. We really appreciated your guys when Kevin brought the in-house expert (Trane furnaces) and they were able to get us up and running the second day. And, your expert fixed a problem we have had with that furnace for years. It's been working like a charm since last week and we really appreciate you guys.

I was right to call Advanced Heating - a Better Business Bureau accredited business! You guys are great.

Sydney W.
Boise

Dear friends at Advanced Heating and Cooling –

Our family is the one that just received the new furnace from you through KIDO's "Warm Hearts, Warm Homes" program. This note is to Thank You so much for everything you did to make this possible – and being the kind of business that is dedicated to a positive impact in the community. We are so grateful and pray the Lord will someday give us the opportunity to bless others as you have blessed us!

Gratefully,
The Barretts
Boise

PS – We will definitely recommend you and your service – and tell others of your generosity!

Dear Advanced Heating & Cooling,

Thanks for showing real BBB spirit by donating a new furnace to the Boise Rescue Mission. You are really showing all the Best qualities of a BBB accredited Business.

Happy New Year

Tom Brennan
Better Business Bureau